



# IGHC 2019

IATA GROUND HANDLING CONFERENCE

MADRID, SPAIN | 26-29 MAY



**IGHC 2019**  
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### Sunday, 26 May 2019

#### *Meetings*

12:00 - 17:30 Delegates' Bilateral Meetings BizZone

#### *Social Event*

17:30 - 19:00 Welcome Cocktail

#### *Closed Session*

12:00 - 19:00 NEXTT Innovation Bootcamp Alcudia



### Monday, 27 May 2019

#### Plenary Session

**09:00 - 09:15 Official Opening with Cultural Performance** **Plenary / England Ballroom**  
**Speaker:**  
 Mr Joseph Suidan, Head of Ground Operations, IATA

**09:15 - 09:50 Welcome Addresses** **Plenary / England Ballroom**  
**Speakers:**  
 Luis Gallego Martin, Chief Executive, Iberia Airlines  
 Javier Marin, Managing Director for Airports, AENA  
 Nick Careen, Senior Vice President, IATA

**09:50 - 10:30 Ramp of the Future - Introduction** **Plenary / England Ballroom**  
**Speakers:**  
 Steve Allen, DSVP UAE Airport Operations, dnata  
 Uschi Schulte-Sasse, Senior Vice President, INFORM GmbH  
 Dr Harald Sieke, Head of Department - Aviation Logistics, Fraunhofer Institute for Material flow and Logistics  
**Moderator:**  
 Mr Joseph Suidan, Head of Ground Operations, IATA

**10:30 - 11:00 Networking Break** **Exhibition area / Italian Ballroom**

**11:00 - 12:00 IGHC Innovator Competition** **Plenary / England Ballroom**  
**Speakers:**  
 Mr Jose Luis Camara Palacios, CEO, INTERNATIONAL BOARDING SOLUTIONS  
 Florian Eggenschwiler, Head of Innovation, Swissport International  
 Rob Schoenthaler, CEO and Founder, Atollogy, Inc  
**Moderator:**  
 John Boggs, Conference Facilitator Director, Master of Ceremony

**12:00 - 13:00 Networking Lunch** **Exhibition area / Italian Ballroom**

**12:00 - 13:30 Luncheon Workshop: Time, Cost, Quality for Ground Operations - Bonn**  
**Sponsored by Zafire**  
 Time - Cost - Quality for Ground Operations  
**Speakers:**  
 Robert Gonzalez, VP Americas, Zafire  
 Adrian Jones, Programs Director, Zafire

#### Workshop Session

**13:30 - 15:00 Ramp of the Future** **Paris**  
 Hands on session  
**Speakers:**  
 Graeme Dewdney, Manager Global Airside and standards, DHL Aviation  
 Mr Christian Hen, Chief Customer Officer, Assaia International AG  
 Lars Mehrstens, Project Manager, Fraunhofer  
**Moderator:**  
 Massimo Cicetti, Manager Ground Operation Standard & Safety, IATA



13:30 - 15:00	<p><b>Sustainable Ramp</b></p> <p><b>Speakers:</b>            Hugo Castillo, Quality &amp; Environment Manager, Iberia Airport Services            Florian Eggenschwiler, Head of Innovation, Swissport International            Jon Godson, Assistant Director, Environment - Best Practices, AENV, IATA            Thomas Hueger, Head of R&amp;D, MULAG Fahrzeugwerk Heinz Woessner GmbH            Maxime Mahieu, Chief Executive Officer, Smart Airport Systems            Kim Melville, Senior Director Global Airside, DHL Air            Dr Denise Pronk, Head of Sustainability, Royal Schiphol Group</p> <p><b>Moderator:</b>            Haldane Dodd, Head of Communications, AENV, Air Transport Action Group</p>	Toulouse
13:30 - 15:30	<p><b>Getting to know your Airlines (Speed-networking)</b></p> <p>We have carved out a two-hour dedicated session for the facilitated one-on-one power meetings (also known as speed networking), giving you the opportunity to make new connections with airline representatives.</p> <p>Five minutes meetings with airlines can be scheduled via dedicated meeting scheduler, available to delegates participating in this session.</p>	Plenary / England Ballroom
15:00 - 15:30	<p><b>Networking Break</b></p>	Exhibition area / Italian Ballroom
15:30 - 17:00	<p><b>Making the Ground Operations Industry Attractive for our Employees</b></p> <p>The panel will focus on challenges in recruitment, skills, training needs and employee retention in Airport and Ground Operations</p> <p><b>Speakers:</b>            Mr David Anderson, Head of Ground Safety, British Airways            Claire Hall, EVP People, Menzies Aviation plc            Margit Miller, Executive Manager Ground Operations, Alba Star, S.A.            Derya Tekin Yusuf, Board Member/Training &amp; Development, Celebi</p> <p><b>Moderator:</b>            Ivica Kovacic, Head, Training Business Development, IATA</p>	Paris
15:30 - 17:00	<p><b>The Future of the Passenger Process</b></p> <p><b>Speakers:</b>            Mr Aaron Beeson, Director Business Solutions, Vision-Box            Yannick Beunardeau, Vice President Airport IT Europe, Middle East and Africa, Amadeus            Andrew Price, Head Global Baggage Operations, IATA            Simon Wilcox, Head of Automation and Innovation, Heathrow Airport Ltd.</p> <p><b>Moderator:</b>            Amandine Thomas, Project Manager, One ID, IATA</p>	Toulouse
	<p><b>Social Event</b></p>	
17:00 - 18:30	<p><b>Cocktails with the Exhibitors</b></p>	Exhibition area / Italian Ballroom
	<p><b>Closed Session</b></p>	
12:00 - 19:00	<p><b>NEXTT Innovation Bootcamp</b></p>	Alcudia
17:40 - 19:30	<p><b>Ground Operations Executive Summit Cocktail</b></p>	



### Tuesday, 28 May 2019

#### Plenary Session

09:00 - 09:05	<b>Day Opening</b>	<b>Plenary / England Ballroom</b>
09:05 - 09:20	<b>Keynote - Regulators, Airlines, Ground Service Providers and Airports - a Potent Mix for Success</b> <i>Speaker:</i> Patrick Ky, Executive Director, EASA	<b>Plenary / England Ballroom</b>
09:20 - 09:50	<b>Auditing - Overhauling ISAGO has been a Game-Changer</b> <i>Speaker:</i> Paul Fleming, Acting Head, Ground Operations Audits, IATA	<b>Plenary / England Ballroom</b>
09:50 - 10:30	<b>Expediting the Air Cargo Ground Experience</b> Although air cargo moves at near supersonic speed in the air, how do you move the cargo once it is on the ground? What are the issues that are causing ground delays and what are the ways to improve the processes on the ground for handlers, warehouse operators and transporters alike? How can simplified and automated modern payment systems be tied to the handling facilities to reduce dwell time and improve ULD utilization. This panel will discuss needed changes, new ideas and current practices that have improved the processes.  <i>Speakers:</i> Gerton Hulsman, Managing Director, Düsseldorf Airport Cargo GmbH Lothar Moehle, Director AVSEC + Governance, Schenker AG Ben Radstaak, Managing Director, Air Cargo Netherlands(ACN) Adriaan Reinders, CEO - Europe, Pay Cargo, LLC  <i>Moderator:</i> Michael White, President, CNS	<b>Plenary / England Ballroom</b>
10:30 - 11:00	<b>Networking Break</b>	<b>Exhibition area / Italian Ballroom</b>
12:00 - 13:00	<b>Networking Lunch</b>	<b>Exhibition area / Italian Ballroom</b>
12:00 - 13:30	<b>Luncheon Workshop: Changing GSE &amp; Vehicle Driver Behavior to Unlock Latent Profitability - Sponsored by RTITB</b> Changing GSE & Vehicle Driver Behavior to Unlock Latent Profitability	<b>Bonn</b>

#### Workshop Session



- 11:00 - 12:00**    **Identifying, Creating and Presenting Meaningful Safety Performance Paris Indicators**    **Paris**  
One area where many operators struggle, is with the application of Ground Safety related Safety performance Indicators within their Safety Management Systems.  
  
This workshop, facilitated by IATA's Global Aviation Data Management team, will aim to help operators understand better how to use meaningful data to demonstrate their level of safety performance in ground operations.  
**Speakers:**  
Michael Green, Manager, Network Ground Safety – Airports – ASG Vice Chair, WestJet Airlines  
Hyuntae Jung, Assistant Manager, GADM, IATA  
Jordi Vicens Obrador, MANAGER GADM, IATA
- 11:00 - 12:00**    **Driving Competitive Advantage through RFID in Baggage**    **Toulouse**  
**Speakers:**  
Magali Collot, Project Manager, End to End Baggage, IATA  
Albert Pozo, Chief Digital Officer, SATS Ltd.  
Mr Yngvar Sundsfjord, Chief Project Manager, COWI AS  
**Moderator:**  
Andrew Price, Head Global Baggage Operations, IATA
- 11:00 - 12:00**    **Automated Passport/Visa and Identification Checks (IATA Products)**    **Maqueda**  
Automated Passport/Visa and identification checks using mobile and biometric technologies (IATA Products)  
**Speaker:**  
Alan Murray Hayden, Head Airport, Passenger and Security Products, IATA
- 13:00 - 14:00**    **Facilitate Dangerous Goods Acceptance with DG AutoCheck (IATA Products)**    **Maqueda**  
**Speakers:**  
Christophe Gevrey, Product Manager, IATA  
Frederic LEGER, Director Products, Airport, Passenger, Cargo and Security, IATA
- 13:30 - 15:00**    **Cargo Handling Manual Implementation**    **Paris**  
**Speakers:**  
Maria Jitomirski, Project Manager, CEIV, IATA  
Mr Jussi Mattila, Manager Global Ground Handling, Cargolux  
Joseph C. Notter, Saudi Airlines  
Alan Wright, Manager Operational Performance, dnata  
**Moderator:**  
Andre Majeres, Manager, Cargo, Mail & E-Commerce Operations, CARGO, IATA



13:30 - 15:00	<p><b>Security Culture - SeMS Experience</b></p> <p>Are you compliant with State security reporting standards? State authorities may now, at any moment, inspect your internal awareness training and procedures related to security incident reporting. Are you ready to provide adequate evidence of compliance? Have you noticed we have already had such requirements on security reporting in the SGHA for more than a year?</p> <p>In case you need help with implementation, IATA has an online tool on offer to help you meet these standards in an efficient and cost-effective way. Want to know more?</p> <p>For more information please go to <a href="https://www.youtube.com/watch?v=sx9GISV4O0A&amp;feature=youtu.be">https://www.youtube.com/watch?v=sx9GISV4O0A&amp;feature=youtu.be</a> and join the "IGHC Security Culture – SeMS Experience" session on the 28th May, starting 13:30.</p> <p>Early adopters can benefit from a certification option as well as preferential terms. Contact us at <a href="mailto:aviationsecurity@iata.org">aviationsecurity@iata.org</a></p>	Toulouse
<b>Speakers:</b>	<p>Mr Tomasz Kozakowski, Security Manager, LOT Polish Airlines            Yannick Lachapelle, Senior Regional Security Manager, EMEA, India, Latin America and the Caribbean, United Airlines            David Lenot, Airport Practice Leader, Genetec            Bernard Tourneur, WFS Director, Health, Safety, Security &amp; Environment (HSSE) Programmes, Worldwide Flight Services</p>	
<b>Moderator:</b>	<p>Michael Woodall, Assistant Director - Security Consulting, IATA</p>	
14:00 - 14:45	<p><b>Center of Excellence Training Validation (IATA Products)</b></p> <p>Apply excellence by establishing effective and efficient ground operations learning program to benefits all stakeholders</p>	Maqueda
<b>Speaker:</b>	<p>Yaniv Sorany, Senior Manager, Training and Validation Programs, IATA</p>	
14:00 - 15:00	<p><b>Financial Back Office Process Standardization a Win Win for the Industry</b></p>	Liverpool
<b>Speaker:</b>	<p>Galina Krouglaya, Head of "Flight services digital environment" Department, Avisoftica</p>	
<b>Moderator:</b>	<p>Bruno ROUSSEL, e-Invoicing Standard Manager, IATA</p>	
14:45 - 15:30	<p><b>Using Virtual Reality in Ground Operation Training (IATA Products)</b></p>	Maqueda
<b>Speakers:</b>	<p>Andreas Brynecki, Project Director External Ground Handling Consulting and Training Services, Fraport AG            Dimitrios Sanos, Product Manager Airport &amp; Ground Operations Training, IATA</p>	
15:00 - 15:30	<p><b>Networking Break</b></p>	Exhibition area / Italian Ballroom
15:30 - 16:15	<p><b>CEIV - Transforming the Handling and Transport of Special Cargo (IATA Products)</b></p>	Maqueda
<b>Speaker:</b>	<p>Maria Jitomirski, Project Manager, CEIV, IATA</p>	



15:30 - 17:00	<b>Standard Agreements &amp; SLAs</b> During this workshop you have a unique opportunity to get first insights on : <ul style="list-style-type: none"><li>• Proposed changes to the SGHA</li><li>• Safety Performance Indicators in SLA</li><li>• Standard Ground Handling Subcontracting Agreement (SGSA)</li><li>• Standard In-flight Catering Agreement (SICA)</li></ul> We will also have a feedback & brainstorming session on future guidance material for services under the SGHA, Annex A and what the key elements and focus are in the digitalization of the SGHA and the Procurement to Pay process. <b>Speakers:</b> Christian Bergfelder, Director Network Airside & Airport Affairs Europe, DHL Panos Nicolaidis, Ground Operations Director / Nominated Postholder, Aegean Airlines Iva Pluhackova, Manager, Ground Operations, IATA	Paris
15:30 - 17:00	<b>Catch the TRAM - Threat and Risk Audit Matrix</b> <b>Speaker:</b> Michael Woodall, Assistant Director - Security Consulting, IATA	Toulouse
16:15 - 17:00	<b>IATA Manuals on Hand-held Devices (IATA Products)</b> <b>Speaker:</b> Thomas Klein, Product Lead, IATA	Maqueda
	<b>Social Event</b>	
19:00 - 23:30	<b>Gala Networking Reception</b> Buses to off-site venue La Quinta de Jarama will start departing the conference hotel at 19:00	
	<b>Closed Session</b>	
10:30 - 13:30	<b>Ground Operations Executive Summit</b> A formal industry meeting between ground operations top executives from airlines and ground service provider companies.	Lyon
10:30 - 18:30	<b>NEXTT Innovation Bootcamp</b>	Alcudia





### Wednesday, 29 May 2019

#### Plenary Session

09:30 - 10:00	<b>Good morning - Networking over coffee</b>	Exhibition area / Italian Ballroom
10:00 - 10:15	<b>Day Opening</b>	Plenary / England Ballroom
10:15 - 10:30	<b>Our 2019 IGHC Innovator is....</b>	Plenary / England Ballroom
10:30 - 11:15	<b>NEXTT Innovation Bootcamp Outcomes</b> <b>Speakers:</b> Haroon Aslam, VP, Emerging Strategies, ICF Andy Dobson, Principal - Airlines, ICF Xander Evangelidis, Design Strategist, ICF Next <b>Moderator:</b> Anne Carnall, Program Manager, NEXTT, IATA	Plenary / England Ballroom
11:15 - 11:45	<b>Major Growth in Aviation Jobs Expected in Ground Operations</b> IATA has taken a closer look into Ground Operations and conducted a targeted survey focusing on the challenges of aspects such as: <ul style="list-style-type: none"> <li>• Recruitment and the lack of human resource</li> <li>• High turnover and retention</li> <li>• Training effectiveness and costs</li> <li>• Impact of innovation and technology</li> </ul> Get the insight on what how the current challenges change on the global and regional level with years to come. <b>Speaker:</b> Conor Wilcock, Director, B2B International	Plenary / England Ballroom
11:45 - 12:30	<b>Fully Ramped Up for the Future - Executive Focus Points for Ground Operations</b> Top Executives will provide an their perspective on the challenges and opportunities in Ground Operations and brief delegates on the takeaways from the Ground Operations Executive Summit. <b>Speakers:</b> Carlos Cardiga, Senior Vice President Sales & Customer Service, Fraport AG Brad Moore, Senior Vice President, Qatar Airways <b>Moderator:</b> Mr Joseph Suidan, Head of Ground Operations, IATA	Plenary / England Ballroom
12:30 - 12:45	<b>Where to Next?</b> Official Conference closing.	Plenary / England Ballroom

#### Workshop Session

12:45 - 13:45	<b>Networking Lunch</b>	Exhibition area / Italian Ballroom
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#### Closed Session



13:30 - 16:00 Ramp of the Future Workshop

Bonn